



JOB OPPORTUNITY

CALIFORNIA STATE DEPARTMENT OF INSURANCE

BUREAU CHIEF, INSURANCE COMPLIANCE

\$5,831 - \$7,047

**CONSUMER SERVICES DIVISION - CLAIMS SERVICES BUREAU
LOS ANGELES**

RESPONSIBILITIES: Under general direction of the Consumer Services Division Chief, the Bureau Chief directs the activities of Bureau staff engaged in handling written complaints, including the mediation of complaints, the education of consumers regarding the issues involved in the complaint or inquiry, and the identification of violations and the enforcement of the California Insurance Code, the California Code of Regulations, Title 10, and related laws. The Bureau Chief manages all operations of the Bureau includes staffing, training, planning, scheduling, evaluating, organizing and directing staff to ensure that the bureau's work is conducted in an efficient and effective manner in order to protect and serve the consumers of the State of California.

The Bureau Chief maintains operations within the budget; participates in resolution of high priority issues; enforces Bureau consistency with other Department units; communicates regularly with upper management, legal representatives, and with staff to share information on workload, accomplishments, expectations, and changes in operations; provides expert consultation to top management in the area of policy development on a wide range of issues relating to insurance regulations and makes policy recommendations affecting program direction; develops cooperative interaction with other bureaus, divisions, agencies, groups, and organizations within and outside the Department; acts as technical advisor on matters relating to legislation concerning claims issues.

DESIRABLE QUALIFICATIONS:

- Ability to provide effective leadership to staff.
- Ability to develop and implement goals and objectives.
- Knowledge of insurance practices and Insurance codes.
- Analytical and critical thinking skills to identify problems and develop solutions.
- Excellent interpersonal skills in engaging people, developing collaborative relationships, and maintaining professional boundaries.
- Excellent written and verbal communication skills.
- Five years of experience in insurance claims adjusting, underwriting, or insurance consumer services including a minimum of three years as a manager in charge of five or more professional staff.
- Graduation from college with a bachelor's degree is highly desirable. However, experience will be accepted in place of the college degree on a year-for-year basis.

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DO NOT SUBMIT APPLICATIONS TO THE CAL-HR

AN EMPLOYER OFFERING EQUAL EMPLOYMENT OPPORTUNITY TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE OR SEXUAL ORIENTATION.



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WHO MAY APPLY: Applications will be accepted from current State employees at the Bureau Chief, Insurance Compliance Officer Level, those within transfer range, or individuals who have list eligibility. Training and Development Assignments may be considered for certain classifications only if necessitated for recruitment purposes. All applications will be reviewed; however, only the most qualified candidates will be interviewed. Applicants currently on SROA lists or employed by a surplus department are encouraged to apply. ***All applicants must clearly indicate the basis of their eligibility (i.e. SROA, surplus, reemployment, reinstatement, transfer, or list eligibility) on the state application.***

STATEMENT OF QUALIFICATIONS:

All interested candidates must submit a completed standard State of California application and a "Statement of Qualifications" in order to be considered for this position. The Statement of Qualifications is a narrative discussion of your education, training, experience, and skills as it relates to the desirable qualifications listed above. The Statement of Qualifications serves as documentation of each candidate's ability to present information clearly and concisely in writing and should be typed and no more than two pages in length.

Resumes do not take the place of the Statement of Qualifications. Applicants who fail to submit the Statement of Qualifications will be eliminated from the selection process.

APPLICATION PROCEDURE: Send a completed standard State of California application and a "Statement of Qualifications" to Teresa Foster, Department of Insurance, Human Resources Management Division, 300 Capitol Mall, 13th Floor, Sacramento, CA 95814. ***Please indicate "Bureau Chief – 413 372 8606 001" on the State application.*** For additional information, please call (916) 492-3423.

FINAL FILE DATE: **June 12, 2013 - Close of Business 5:00 P.M.**

NOTE: Interested individuals, including list eligibles, must submit applications by the final filing date in order to be considered for this position.

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